.Amendment/Reply
Applicant: Robert F. Sheppard
Serial No.: 10/763,072
Filed: January 21, 2004
Docket No.: 200901410-1
Title: MANAGING INFORMATION TECHNOLOGY (IT) INFRASTRUCTURE OF AN ENTERPRISE
USING A CENTRALIZED LOGISTICS AND MANAGEMENT (CLAM) TOOL

IN THE CLAIMS

Please amend claims 1, 5-8, 10, 11, and 17-30 as follows:

1.   (Currently Amended) A server system configured to manage information technology (IT) infrastructure of an enterprise, the server system comprising:

at least one electronic computing device configured to execute a centralized logistics and management (CLAM) tool operable to:

in a capture phase:

capture and store IT infrastructure information regarding the IT infrastructure of the enterprise;

define a plurality of roles within the enterprise, each role specifying a particular job function within the enterprise;

assign first~~associate~~ items of IT infrastructure to a first role~~with roles~~ within the enterprise and assign second items of IT infrastructure to a second~~such that each~~ role within the enterprise, wherein the second items include~~is associated with~~ one or more ~~predetermined~~ items of IT infrastructure not included in the first items; and

assign the first role to first~~roles to one or more~~ employees of the enterprise, which assigns the first items of IT infrastructure to the first employees of the enterprise, and assign the second role to second employees of the enterprise, which assigns the second~~such that each of the one or more employees is associated with one or more roles and is assigned the one or more predetermined~~ items of IT infrastructure to the second employees of the enterprise, wherein the second employees include one or more employees of the enterprise not included in the first employees~~associated with each of these one or more roles~~;

in a modeling phase, ~~automatically~~model a change in the first items of IT infrastructure assigned to the first~~one or more impacted~~ employees of the enterprise, and model a change in the second items of IT infrastructure assigned to the second employees of the enterprise; and

in a deployment phase, automatically initiate deployment of the change in the first items of IT infrastructure assigned to the first~~one or more impacted~~ employees of the

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enterprise, and automatically initiate deployment of the change in the second items of IT infrastructure assigned to the second employees of the enterprise.

2.   (Original)   The system of Claim 1, wherein the IT infrastructure of the enterprise comprises one or more computer-related facilities, services, and installations used for operations of the enterprise, comprising one or more of:

  computer hardware; and

  computer software.

3.   (Original)   The system of Claim 1, wherein the capture phase comprises an existing IT assets area for capturing an existing view of IT infrastructure assets of the enterprise, the existing IT assets area comprising one or more of:

  asset profiles for IT infrastructure assets of the enterprise;

  employee profiles for employees of the enterprise;

  location profiles for locations associated with the enterprise; and

  division profiles for divisions of the enterprise.

4.   (Previously Presented)   The system of Claim 1, wherein the CLAM tool is further operable to, if a role assigned to a particular employee is changed to a different role, change the items of IT infrastructure associated with the particular employee to reflect the different role.

5.   (Currently Amended) The system of Claim 1, wherein for a particular employee who is assigned one or more roles, the CLAM tool is further operable to assign one or more additional items of IT infrastructure to the particular employee such that the particular employee receives the one or more additional items of IT infrastructure in addition to the one or more predetermined items of IT infrastructure associated with each of the one or more roles assigned to the particular employee.

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6.   (Currently Amended) The system of Claim 1, wherein the CLAM tool is further operable to ~~automatically~~ model a change in the IT infrastructure and automatically initiate deployment of the change in the IT infrastructure, wherein the change in the IT infrastructure comprises a technology refresh for one of:

>   a particular employee of the enterprise;

>   a particular group of employees of the enterprise;

>   all employees of a division of the enterprise; and

>   all employees of the enterprise.

7.   (Currently Amended) The system of Claim 1, wherein the CLAM tool is further operable to ~~automatically~~ model a change in the IT infrastructure and automatically initiate deployment of the change in the IT infrastructure, wherein the change in the IT infrastructure comprises a technology refresh for one or more of:

>   a particular workspace of the enterprise;

>   a work area comprising a plurality of workspaces;

>   a building of the enterprise; and

>   all sites associated of the enterprise.

8.   (Currently Amended) The system of Claim 1, wherein the CLAM tool is further operable to ~~automatically~~ model a change in the IT infrastructure and automatically initiate deployment of the change in the IT infrastructure, wherein the change in the IT infrastructure comprises moving one or more employees between:

>   particular workspaces of the enterprise;

>   work areas of the enterprise, each work area comprising a plurality of workspaces; or

>   buildings of the enterprise.

9.   (Original)   The system of Claim 1, wherein the modeling phase comprises modeling a change to the IT infrastructure of the enterprise according to one or more of:

>   network topology considerations; and

>   one or more business rules associated with the enterprise.

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10.   (Currently Amended) The system of Claim 1, wherein the deployment phase comprises user acceptance testing to determine whether one or more deployed changes in the items of IT infrastructure of the enterprise was successful and, if the changes were not successful, initiating a process to correct problems.

11.   (Currently Amended) The system of Claim 1, wherein the capture, modeling, and deployment phases are implemented as part of a process for approving, managing, designing, and deploying change requests for changes in the IT infrastructure and for automatically collaborating and validating progress of change requests, the process comprising:

receiving a change request, the change request comprising one or more of a request for a change in the IT infrastructure or a request to resolve a problem associated with the IT infrastructure;

automatically creating an incident for the change request, the incident enabling the change request to be tracked and monitored;

determining whether to approve the change request; and

if the change request is approved:

automatically applying one or more business rules to the change request; and

automatically initiating deployment of IT infrastructure assets for fulfilling the change request.

12.   (Original)   The system of Claim 11, wherein the process further comprises a scheduling procedure for scheduling deployment of the IT infrastructure assets for fulfilling the change request, the scheduling procedure comprising creating one or more milestones for delivery of the IT infrastructure assets for fulfilling the change request.

13.   (Original)   The system of Claim 12, wherein the CLAM tool is further operable to if a particular milestone is not met, notify one or more appropriate individuals that the particular milestone was not met.

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14.   (Original)   The system of Claim 11, wherein the process further comprises one or more follow-up procedures for determining whether the IT infrastructure assets for fulfilling the change request were properly deployed and, if the IT infrastructure assets were not properly deployed, creating a new incident for resolving problems associated with the deployment of the IT infrastructure assets.

15.   (Cancelled)

16.   (Original)   The system of Claim 1, further comprising a database operable to store the IT infrastructure information regarding the IT infrastructure of the enterprise

17.   (Currently Amended) A non-transitory computer readable ~~storage~~ medium storing instructions for controlling a server computer system to perform a method for managing information technology (IT) infrastructure of an enterprise, comprising:

capturing and storing IT infrastructure information regarding the IT infrastructure of the enterprise;

defining a plurality of roles within the enterprise, each role specifying a particular job function within the enterprise;

assigning first~~associating~~ items of IT infrastructure to a first role~~with roles~~ within the enterprise and assigning second items of IT infrastructure to a second~~such that each~~ role within the enterprise, wherein the second items include~~is associated with~~ one or more ~~predetermined~~ items of IT infrastructure not included in the first items;

assigning the first role to first~~roles to one or more~~ employees of the enterprise, which assigns the first items of IT infrastructure to the first employees of the enterprise, and assigning the second role to second employees of the enterprise, which assigns the second ~~such that each of the one or more employees is associated with one or more roles and is~~ ~~assigned the one or more predetermined~~ items of IT infrastructure to the second employees of the enterprise, wherein the second employees include one or more employees of the enterprise not included in the first employees~~associated with each of these one or more roles~~;

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~~automatically~~ modeling a change in the first items of IT infrastructure assigned to the first ~~one or more impacted~~ employees of the enterprise, and modeling a change in the second items of IT infrastructure assigned to the second employees of the enterprise; and

automatically initiating deployment of the change in the first items of IT infrastructure assigned to the first ~~one or more impacted~~ employees of the enterprise, and automatically initiating deployment of the change in the second items of IT infrastructure assigned to the second employees of the enterprise.

18.   (Currently Amended) The non-transitory computer readable ~~storage~~ medium of Claim 17, wherein the IT infrastructure of the enterprise comprises one or more computer-related facilities, services, and installations used for operations of the enterprise, comprising one or more of:

computer hardware; and

computer software.

19.   (Currently Amended) The non-transitory computer readable ~~storage~~ medium of Claim 17, comprising capturing in an existing IT assets area an existing view of IT infrastructure assets of the enterprise, the existing IT assets area comprising one or more of:

asset profiles for IT infrastructure assets of the enterprise;

employee profiles for employees of the enterprise;

location profiles for locations associated with the enterprise; and

division profiles for divisions of the enterprise.

20.   (Currently Amended) The non-transitory computer readable ~~storage~~ medium of Claim 17, further comprising, if a role assigned to a particular employee is changed to a different role, changing the items of IT infrastructure associated with the particular employee to reflect the different role.

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21.   (Currently Amended) The non-transitory computer readable storage medium of Claim 17, further comprising, for a particular employee who is assigned one or more roles, assigning one or more additional items of IT infrastructure to the particular employee such that the particular employee receives the one or more additional items of IT infrastructure in addition to the one or more predetermined items of IT infrastructure associated with each of the one or more roles assigned to the particular employee.

22.   (Currently Amended) The non-transitory computer readable storage medium of Claim 17, comprising automatically modeling a change in the IT infrastructure and automatically initiating deployment of the change in the IT infrastructure, wherein the change in the IT infrastructure comprises a technology refresh for one of:

      a particular employee of the enterprise;

      a particular group of employees of the enterprise;

      all employees of a division of the enterprise; and

      all employees of the enterprise.

23.   (Currently Amended) The non-transitory computer readable storage medium of Claim 17, comprising automatically modeling a change in the IT infrastructure and automatically initiating deployment of the change in the IT infrastructure, wherein the change in the IT infrastructure comprises a technology refresh for one or more of:

      a particular workspace of the enterprise;

      a work area comprising a plurality of workspaces;

      a building of the enterprise; and

      all sites associated of the enterprise.

24.   (Currently Amended) The non-transitory computer readable storage medium of Claim 17, comprising automatically modeling a change in the IT infrastructure and automatically initiating deployment of the change in the IT infrastructure, wherein the change in the IT infrastructure comprises moving one or more employees between:

      particular workspaces of the enterprise;

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work areas of the enterprise, each work area comprising a plurality of workspaces; or
buildings of the enterprise.

25.   (Currently Amended) The non-transitory -computer readable storage medium of
Claim 17, comprising modeling a change to the IT infrastructure of the enterprise according
to one or more of:
     network topology considerations; and
     one or more business rules associated with the enterprise.

26.   (Currently Amended) The non-transitory computer readable storage medium of Claim
17, further comprising conducting user acceptance testing to determine whether one or more
deployed changes in the items of IT infrastructure of the enterprise was successful and, if the
changes were not successful, initiating a process to correct problems.

27.   (Currently Amended) The non-transitory computer readable storage medium of Claim
17, wherein a the process is implemented for approving, managing, designing, and deploying
change requests for changes in the IT infrastructure and for automatically collaborating and
validating progress of change requests, the process further comprising:
     receiving a change request, the change request comprising one or more of a request
for a change in the IT infrastructure or a request to resolve a problem associated with the IT
infrastructure;
     automatically creating an incident for the change request, the incident enabling the
change request to be tracked and monitored;
     determining whether to approve the change request; and
     if the change request is approved:
          automatically applying one or more business rules to the change request; and
          automatically initiating deployment of IT infrastructure assets for fulfilling the
change request.

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28.   (Currently Amended) The non-transitory computer readable storage medium of Claim 27, further comprising:

scheduling deployment of the IT infrastructure assets for fulfilling the change request, and

creating one or more milestones for delivery of the IT infrastructure assets for fulfilling the change request.

29.   (Currently Amended) The non-transitory computer readable storage medium of Claim 28, further comprising if a particular milestone is not met, notifying one or more appropriate individuals that the particular milestone was not met.

30.   (Currently Amended) The non-transitory computer readable medium of Claim 27, the process of Claim 27, further comprising initiating one or more follow-up procedures for determining whether the IT infrastructure assets for fulfilling the change request were properly deployed and, if the IT infrastructure assets were not properly deployed, creating a new incident for resolving problems associated with the deployment of the IT infrastructure assets.

31.   (Cancelled)